



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

BIBDATASHEET

CONFIRMATION NO. 1543

Bib Data Sheet

SERIAL NUMBER 09/977,494	FILING OR 371(c) DATE 10/16/2001 RULE	CLASS 709	GROUP ART UNIT 2157	ATTORNEY DOCKET NO. 1509-222	
APPLICANTS Lawrence Wilcock, Malmesbury, UNITED KINGDOM; Rycharde Jeffery Hawkes, Clifton, UNITED KINGDOM; Colin Andrew Low, Wotton-Under-Edge, UNITED KINGDOM; Johannes Maria Victo Daanen, Redland, UNITED KINGDOM;					
** CONTINUING DATA *****					
** FOREIGN APPLICATIONS ***** UNITED KINGDOM 0025461.5 10/17/2000					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 11/21/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged Examiner's Signature _____ Initials _____		STATE OR COUNTRY UNITED KINGDOM	SHEETS DRAWING 21	TOTAL CLAIMS 29	INDEPENDENT CLAIMS 2
ADDRESS 22879					
TITLE CONTACT CENTER SYSTEM AND METHOD FOR SPECIFYING DIFFERENT SERVICE SPECIFIC BEHAVIOURS AND OFFERING RANGE OF CORRESPONDING CUSTOMER SERVICES					
FILING FEE RECEIVED 1332	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		